| Company Name: | Cal-Ore Tel | ephone Co. | U#: | 1006 | Report Year: | 2020 |
|----------------------|----------------------------|---------------|--------------|----------|---------------|------|
| Reporting Unit Type: | ☑ Total Company ☐ Exchange | ☐ Wire Center | Reporting Un | it Name: | All Exchanges | |

| | Measurement (Compile mo | onthly, file quarterly) | | Date filed (05/15/2020) 1st Quarter | | Date filed (08/15/2020) 2nd Quarter | | | | Date filed (11/15/2020) 3rd Quarter | | | Date filed (02/15/2021) 4th Quarter | |
|--|---|--|-------|---|------------------|--|--------|-------|-------|---|-------|-----|---|-----|
| | | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| l., | 1 | Total # of business days | 18 | 37 | 48 | 58 | 44 | 47 | 45 | 60 | 54 | | | |
| Installation Interval Min. standard = 5 bus. days | | Total # of service orders | 9 | 18 | 21 | 30 | 23 | 19 | 17 | 23 | 24 | | 1 | |
| iviin. standard = 5 | bus. days | Avg. # of business days | 2.00 | 2.06 | 2.29 | 1.93 | 1.91 | 2.47 | 2.65 | 2.61 | 2.25 | | | |
| Installation Commitment Min. standard = 95% commitment met | | Total # of installation commitments | 9 | 18 | 21 | 30 | 23 | 19 | 17 | 23 | 24 | | | |
| | | Total # of installation commitment met | 9 | 18 | 21 | 28 | 23 | 17 | 16 | 22 | 23 | | 1 | |
| | | Total # of installation commitment missed | 0 | 0 | 0 | 2 | 0 | 2 | 1 | 1 | 1 | | | |
| | | % of commitment met | 100% | 100% | 100% | 93% | 100% | 89% | 94% | 96% | 96% | | | |
| Customers | | | 1,551 | 1,552 | 1,542 | 1,550 | 1,551 | 1,555 | 1,556 | 1,537 | 1,528 | | | |
| Customer Troub | le Report | | | | , and the second | | , i | , | | | ĺ | | 1 | |
| | | Total # of working lines | | | | | | | | | | | 1 | |
| | 6% (6 per 100 working lines for | Total # of trouble reports | | | | | | | | | | | | |
| 5 | units w/ ≥ 3,000 lines) | % of trouble reports | | | | | | | | | | | | |
| nda J | 201 /2 422 1: 1: / | Total # of working lines | 1,601 | 1,603 | 1,613 | 1,627 | 1,628 | 1,632 | 1,603 | 1,584 | 1,575 | | | |
| Star | 8% (8 per 100 working lines for units w/ 1.001 - 2.999 lines) | Total # of trouble reports | 19 | 12 | 19 | 22 | 19 | 12 | 17 | 20 | 26 | | | |
| 69 | units w/ 1,001 - 2,999 lines) | % of trouble reports | 0.01 | 0.01 | 0.01 | 0.01 | 0.01 | 0.01 | 0.01 | 0.01 | 0.02 | | 1 | |
| Ē | 400/ (40 400 400 | Total # of working lines | | | 0.00 | 0.01 | 0.01 | 0.01 | 0.01 | 0.01 | 0.02 | | | |
| | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | Total # of trouble reports | | | | | | | | | | | 1 | |
| | ior units w/ ≥ 1,000 lines) | % of trouble reports | | | | | | | | | | | | |
| | • | Total # of outage report tickets | 6 | 6 | 7 | 7 | 8 | 2 | 6 | 10 | 7 | | | |
| Adjusted | | Total # of repair tickets restored in < 24hrs | 6 | 5 | 7 | 7 | 8 | 2 | 6 | 10 | 7 | | | |
| Out of Service Re | eport | % of repair tickets restored ≤ 24 Hours | 100% | 83% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | |
| Min. standard = 9 | 0% within 24 hrs | Sum of the duration of all outages (hh:mm) | 40.09 | 60.50 | 24.70 | 43.66 | 140.66 | 11.71 | 41.50 | 74.25 | 40.28 | | | |
| | | Avg. outage duration (hh:mm) | 6,68 | 10.08 | 3,53 | 6.2 | 17.6 | 5,9 | 6.9 | 7.43 | 5.75 | | | |
| | | Total # of outage report tickets | 6 | 6 | 7 | 7 | 8 | 2 | 6 | 11 | 7 | | | |
| Unadjusted Out of Service R | eport | Total # of repair tickets restored in ≤ 24hrs | 6 | 5 | 7 | 7 | 7 | 2 | 6 | 11 | 7 | | | 1 |
| | | % of repair tickets restored ≤ 24 Hours | 100% | 83% | 100% | 100% | 88% | 100% | 100% | 100% | 100% | | | ı |
| | | Sum of the duration of all outages (hh:mm) | 40.09 | 60.50 | 24.70 | 43.66 | 140.66 | 11.71 | 41.50 | 74.25 | 40.28 | | | |
| | | Avg. outage duration (hh:mm) | 6.68 | 10.08 | 3.53 | 6.2 | 17.6 | 5.9 | 6.9 | 6.75 | 5.75 | | | |
| Refunds | | Number of customers who received refunds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| | | Monthly amount of refunds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | 1 | |
| Answer Time (Tro | puble Reports, Billing & Non-Billing) | | | | | | | | | | | | 1 | |
| | 0% of calls < 60 seconds to reach | Total # of calls for TR, Billing & Non-Billing | | | | | İ | | | | | | | |
| live agent (w/a me | enu option to reach live agent). | Total # of call seconds to reach live agent | | | | | | | | | | | 1 | |
| | | %< 60 seconds | | | | | | | | | | | | |
| | | - | | | | | | | | | | | | |

Primary Utility Contact Information

| Name: Mindy Hill Phone: 530-397-7012 | Email: mindy@calore.net |
|--------------------------------------|-------------------------|
|--------------------------------------|-------------------------|

| Company Name: | Cal-Ore Te | lephone Co. | U#: | 1006 | Report Year: | 2020 |
|----------------------|----------------------------|---------------|---------------|----------|-----------------|------|
| Reporting Unit Type: | ☐ Total Company ☑ Exchange | ☐ Wire Center | Reporting Uni | it Name: | Dorris Exchange | |

| | Measurement (Compile mo | nthly, file quarterly) | | Date filed (05/15/2020) 1st Quarter | | | Date filed (08/15/2020) 2nd Quarter | | | Date filed (11/15/2020) 3rd Quarter | | | Date filed (02/15/2021) 4th Quarter | |
|-------------------------|--------------------------------------|--|-------|---|------|------|---|------|-------|---|------|-----|---|-----|
| | | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| Installation Interv | | Total # of business days | 1 | 10 | 15 | 21 | 20 | 19 | 15 | 24 | 17 | | | |
| Min. standard = 5 b | | Total # of service orders | 1 | 6 | 7 | 9 | 8 | 5 | 4 | 8 | 10 | | | |
| iviiri. Stariuaru = 5 t | bus. uays | Avg. # of business days | 1 | 1.7 | 2.1 | 2.3 | 2.5 | 3.8 | 3.8 | 3.0 | 1.7 | | | |
| | | Total # of installation commitments | 1 | 6 | 7 | 9 | 8 | 5 | 4 | 8 | 10 | | | |
| Installation Comm | | Total # of installation commitment met | 1 | 6 | 7 | 9 | 8 | 4 | 3 | 7 | 10 | | | |
| Min. standard = 95 | 5% commitment met | Total # of installation commitment missed | 0 | 0 | 0 | 0 | 0 | 1 | 1 | 1 | 0 | | | l |
| | % of commitment met | | 100% | 100% | 100% | 100% | 100% | 80% | 75% | 88% | 100% | | 1 | |
| Customers | | | 406 | 401 | 400 | 404 | 401 | 401 | 402 | 386 | 383 | | 1 | |
| Customer Trouble | e Report | | | | | | | | | | | | 1 1 | |
| | | Total # of working lines | | | | | | | | | | | 1 | |
| | 6% (6 per 100 working lines for | Total # of trouble reports | | | | | | | | | | | 1 | |
| p. a.d | units w/ ≥ 3,000 lines) | % of trouble reports | | | | | | | | | | | | |
| andard | 8% (8 per 100 working lines for | Total # of working lines | | | | | | | | | | | | i |
| ž | units w/ 1,001 - 2,999 lines) | Total # of trouble reports | | | | | | | | | | | 1 1 | |
| ë | units w/ 1,001 - 2,999 inles) | % of trouble reports | | | | | | | | | | | | |
| Ε | 10% (10 per 100 working lines | Total # of working lines | 429 | 425 | 424 | 429 | 426 | 426 | 422 | 406 | 403 | | | |
| | for units w/ ≤ 1,000 lines) | Total # of trouble reports | 7 | 4 | 8 | 4 | 1 | 4 | 6 | 5 | 7 | | | |
| | 101 drilles W/ 2 1,000 lines/ | % of trouble reports | 0.02 | 0.01 | 0.02 | 0.01 | 0.00 | 0.01 | 0.01 | 0.01 | 0.02 | | | |
| | | Total # of outage report tickets | 1 | 2 | 3 | 0 | 0 | 1 | 3 | 1 | 1 | | | |
| Adjusted | | Total # of repair tickets restored in ≤ 24hrs | 1 | 2 | 3 | 0 | 0 | 1 | 3 | 1 | 1 | | | |
| Out of Service Re | eport | % of repair tickets restored ≤ 24 Hours | 100% | 100% | 100% | 0% | 0% | 100% | 100% | 100% | 100% | | | |
| Min. standard = 90 | 0% within 24 hrs | Sum of the duration of all outages (hh:mm) | 21.56 | 7.47 | 8.61 | 0.00 | 0.00 | 4.95 | 17.04 | 8.98 | 6.77 | | | |
| | | Avg. outage duration (hh:mm) | 21.56 | 3.74 | 2.87 | 0.00 | 0.00 | 4.95 | 5.68 | 8.98 | 6.77 | | | |
| | | Total # of outage report tickets | 1 | 2 | 3 | 0 | 0 | 1 | 3 | 1 | 1 | | | |
| Unadjusted | | Total # of repair tickets restored in ≤ 24hrs | 1 | 2 | 3 | 0 | 0 | 1 | 3 | 1 | 1 | | 1 1 | |
| Out of Service Report | | % of repair tickets restored ≤ 24 Hours | 100% | 100% | 100% | 0% | 0% | 100% | 100% | 100% | 100% | | | |
| | | Sum of the duration of all outages (hh:mm) | 21.56 | 7.47 | 8.61 | 0.00 | 0.00 | 4.95 | 17.04 | 8.98 | 6.77 | | 1 | |
| | | Avg. outage duration (hh:mm) | 21.56 | 3.74 | 2.87 | 0.00 | 0.00 | 4.95 | 5.68 | 8.98 | 6.77 | | 1 | |
| Refunds | | Number of customers who received refunds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| | | Monthly amount of refunds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Answer Time (Trou | uble Reports, Billing & Non-Billing) | | | | | | | | | | | | | |
| Min. standard = 80 | 0% of calls < 60 seconds to reach | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | |
| live agent (w/a mei | enu option to reach live agent). | Total # of call seconds to reach live agent | | | | | | | | | | | | |
| | - , | %<_60 seconds | | | | | | | | | | | 1 1 | |
| | | 1 | | | | | | | | | | | | |

Primary Utility Contact Information

| Name: Mindy Hill | Phone: 530-397-7012 | Email: mindy@calore.net |
|------------------|---------------------|-------------------------|

| Company Name: | Cal-Ore Te | lephone Co. | U#: | 1006 | Report Year: | 2020 |
|----------------------|----------------------------|---------------|--------------|----------|------------------|------|
| Reporting Unit Type: | ☐ Total Company ☑ Exchange | ☐ Wire Center | Reporting Ur | it Name: | Macdoel Exchange | |

| | Measurement (Compile mor | nthly, file quarterly) | | Date filed (05/15/2020) 1st Quarter | | | Date filed (08/15/2020) 2nd Quarter | | | Date filed (11/15/2020) 3rd Quarter | | | Date filed (02/15/2021) 4th Quarter | |
|---------------------------------|---|--|------|---|------|--------|---|------|--------|---|------|-----|---|----------|
| | | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| Installation Interv | ual . | Total # of business days | 2 | 5 | 5 | 22 | 11 | 10 | 12 | 15 | 4 | | | |
| Min. standard = 5 | | Total # of service orders | 1 | 2 | 3 | 12 | | 5 | 4 | 6 | 2 | | [] | |
| IVIIII. Standard = 5 | bus. days | Avg. # of business days | 2 | 2.50 | 1.67 | 1.83 | 2.20 | 2.00 | 3 | 2.50 | 2.00 | | 1 | |
| | Total # of installation commitment | | 1 | 2 | 3 | 12 | 5 | 5 | 4 | 6 | 2 | | | |
| Installation Commitment | | Total # of installation commitment met | 1 | 2 | 3 | 12 | 5 | 5 | 4 | 6 | 2 | | ı | <u> </u> |
| Min. standard = 9 | 5% commitment met | Total # of installation commitment missed | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| | | % of commitment met | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | |
| Customers | | Acct # for voice or bundle, res+bus | 342 | 344 | 343 | 343 | 346 | 351 | 349 | 347 | 347 | | | |
| Customer Troubl | le Report | | | | | | | | | | | | | |
| | | Total # of working lines | | | | _ | | | | | | | | |
| | 6% (6 per 100 working lines for | Total # of trouble reports | | | | | | | | | | | | |
| 밀 | units w/ ≥ 3,000 lines) | % of trouble reports | | | | | | | | | | | | |
| ğ | 8% (8 per 100 working lines for | Total # of working lines | | | | | | | | | | | 1 | l |
| Standard | units w/ 1.001 - 2.999 lines) | Total # of trouble reports | | | | | | | | | | | | |
| ٠, | units w/ 1,001 - 2,999 inles) | % of trouble reports | | | | | | | | | | | | |
| M in | 10% (10 per 100 working lines | Total # of working lines | 355 | 357 | 358 | 358 | 361 | 366 | 364 | 360 | 360 | | | |
| | 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | Total # of trouble reports | 2 | 1 | 3 | 5 | 6 | 3 | 2 | 6 | 8 | | | |
| | 101 units w/ 2 1,000 inics) | % of trouble reports | 0.01 | 0.00 | 0.01 | 0.01 | 0.02 | 0.01 | 0.01 | 0.02 | 0.02 | | | |
| | - | Total # of outage report tickets | 0 | 0 | 0 | 1 | 2 | 0 | 1 | 2 | 2 | | | |
| Adjusted | | Total # of repair tickets restored in ≤ 24hrs | 0 | 0 | 0 | 1 | 2 | 0 | 1 | 2 | 2 | | | |
| Out of Service Re | eport | % of repair tickets restored ≤ 24 Hours | 0.0% | 0.0% | 0.0% | 100.0% | 100.0% | 0.0% | 100.0% | 100% | 100% | | | |
| Min. standard = 90 | 0% within 24 hrs | Sum of the duration of all outages (hh:mm) | 0 | 0 | 0 | 3.35 | 23.44 | 0.00 | 1.72 | 26.92 | 4.00 | | | |
| | | Avg. outage duration (hh:mm) | - | - | - | 3.35 | 11.7 | - | 1.7 | 13.46 | 2.00 | | | |
| | | Total # of outage report tickets | 0 | 0 | 0 | 1 | 2 | 0 | 1 | 2 | 2 | | | |
| Unadjusted Out of Service Re | | Total # of repair tickets restored in ≤ 24hrs | 0 | 0 | 0 | 1 | 2 | 0 | 1 | 2 | 2 | | | |
| Out of Service Re | ерогт | % of repair tickets restored ≤ 24 Hours | 0.0% | 0.0% | 0.0% | 100.0% | 100.0% | 0.0% | 100.0% | 100% | 100% | | | |
| | | Sum of the duration of all outages (hh:mm) | 0 | 0 | 0 | 3.35 | 23.44 | 0.00 | 1.72 | 26.92 | 4.00 | | | |
| | | Avg. outage duration (hh:mm) | - | - | - | 3.35 | 11.7 | - | 1.7 | 13.46 | 2.00 | | | |
| Refunds | | Number of customers who received refunds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| | | Monthly amount of refunds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Answer Time (Tro | puble Reports, Billing & Non-Billing) | | | | | | | | | | | | | |
| Min. standard = 80 | 0% of calls < 60 seconds to reach | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | |
| live agent (w/a me | enu option to reach live agent). | Total # of call seconds to reach live agent | | | | | | | | | | | | |
| | - , | %<_60 seconds | | | | | | | | | | | | |
| | | | | | | | | | | | | | | |

Primary Utility Contact Information

| Name: Mindy Hill Phone: 530-397-7012 Email: mindy | dy@calore.net |
|---|---------------|

Date Adopted: 7/28/09

| Company Name: | Cal-Ore Tel | ephone Co. | U#: | 1006 | Report Year: | 2020 |
|----------------------|----------------------------|---------------|-------|------------------|-------------------|------|
| Reporting Unit Type: | ☐ Total Company ☑ Exchange | ☐ Wire Center | Repor | rting Unit Name: | Tulelake Exchange | |

| | Measurement (Compile mo | nthly, file quarterly) | | Date filed (05/15/2020) 1st Quarter | | | Date filed (08/15/2020) 2nd Quarter | | | Date filed (11/15/2020) 3rd Quarter | | | Date filed (02/15/2021) 4th Quarter | |
|--|---------------------------------------|--|------|---|-------|-------|---|------|-------|---|-------|-----|---|----------|
| | | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| | | Total # of business days | 0 | 13 | 22 | 20 | | 7 | 13 | 18 | 16 | | | |
| Installation Interv | | Total # of service orders | 0 | 4 | 8 | 7 | 10 | 6 | 6 | 7 | 6 | | | |
| Min. standard = 5 | bus. days | Avg. # of business days | 0.00 | 3.25 | 2.75 | 2.86 | 2.60 | 1.17 | 2.17 | 2.57 | 2.67 | | | |
| Installation Commitment Min. standard = 95% commitment met | | Total # of installation commitments | 0 | 4 | 8 | 7 | 10 | 6 | 6 | 7 | 6 | | | |
| | | Total # of installation commitment met | 0 | 4 | 8 | 6 | 10 | 6 | 6 | 7 | 5 | | | |
| | | Total # of installation commitment missed | 0 | 0 | 0 | 1 | 0 | 0 | 0 | 0 | 1 | | | |
| | | % of commitment met | 0% | 100% | 100% | 86% | 100% | 100% | 100% | 100% | 83% | | | |
| Customers Acct # for voice or bundle, res | | Acct # for voice or bundle, res+bus | 556 | 563 | 555 | 560 | 564 | 563 | 565 | 567 | 560 | | | |
| Customer Troub | le Report | | | | | | | | | | | | | |
| | 00/ (0 400 1: " 1 | Total # of working lines | | | | | | | | | | | | |
| | 6% (6 per 100 working lines for | Total # of trouble reports | | | | | | | | | | | | |
| 5 | units w/ ≥ 3,000 lines) | % of trouble reports | | | | | | | | | | | | |
| andard | | Total # of working lines | | | | | | | | | | | | |
| fa | 8% (8 per 100 working lines for | Total # of trouble reports | | | | | | | | | | | | |
| ŭ | units w/ 1,001 - 2,999 lines) | % of trouble reports | | | | | | | | | | | | |
| . <u>≒</u> | | Total # of working lines | 566 | 573 | 587 | 592 | 596 | 595 | 572 | 577 | 571 | | | |
| | 10% (10 per 100 working lines | Total # of trouble reports | 300 | 5/5 | 507 | 12 | 10 | 1 | 512 | 511 | 5/1 | | | |
| | for units w/ ≤ 1,000 lines) | % of trouble reports | 0.00 | 0.01 | 0.01 | 0.02 | 0.02 | 0.00 | 0.01 | 0.01 | 0.01 | | | |
| | | Total # of outage report tickets | 0.00 | 0.01 | 0.01 | 0.02 | 0.02 | 0.00 | 0.01 | 0.01 | 0.01 | | | |
| Adjusted | | Total # of repair tickets restored in < 24hrs | 1 | 3 | 3 | 6 | 5 | 1 | 1 | 4 | 2 | | | |
| Out of Service R | enort | % of repair tickets restored ≤ 24 Hours | 100% | 75% | 100% | 100% | 100% | 100% | 100% | 100% | 100% | | | |
| Min. standard = 9 | | Sum of the duration of all outages (hh:mm) | 1.59 | 53.03 | 11.46 | 40.31 | 94.18 | 6.76 | 17.28 | 25.42 | 20.62 | | | |
| min otandara – o | 070 111.1111 2 1 1110 | Avg. outage duration (hh:mm) | 1.6 | 13.3 | 3.8 | 6.7 | 18.8 | 6.8 | 17.28 | 6.36 | 10.31 | | | |
| | | Total # of outage report tickets | 1.0 | 4 | 3.0 | 6 | 5 | 1 | 17.20 | 4 | 2 | | | |
| Unadjusted | | Total # of repair tickets restored in ≤ 24hrs | 1 | 3 | 3 | 6 | 4 | 1 | 1 | 4 | 2 | | | |
| Out of Service Report | | % of repair tickets restored ≤ 24 Hours | 100% | 75% | 100% | 100% | 80% | 100% | 100% | 100% | 100% | | | |
| | | Sum of the duration of all outages (hh:mm) | 1.59 | 53.03 | 11.46 | 40.31 | 94.18 | 6.76 | 17.28 | 25.42 | 20.62 | | | |
| | | Avg. outage duration (hh:mm) | 1.6 | 13.3 | 3.8 | 6.7 | 18.8 | 6.8 | 17.28 | 6.36 | 10.31 | | | |
| Refunds | | Number of customers who received refunds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | <u> </u> |
| | | Monthly amount of refunds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | <u> </u> |
| | puble Reports, Billing & Non-Billing) | | | | | | | | | | | | | |
| | 0% of calls < 60 seconds to reach | Total # of calls for TR, Billing & Non-Billing | | | | | | | | | | | | |
| live agent (w/a me | enu option to reach live agent). | Total # of call seconds to reach live agent | | | | | | | | | | | | |
| | | %<_60 seconds | | | | | | | | | | | | |
| | | | | | | | | | | | | | l | 1 |

Primary Utility Contact Information

| Name: Mindy Hill | Phone: 530-397-7012 | Email: mindy@calore.net |
|------------------|---------------------|-------------------------|

| Company Name: | Cal-Ore Tel | ephone Co. | U#: | 1006 | Report Year: | 2020 |
|----------------------|----------------------------|---------------|---------------|----------|-----------------|------|
| Reporting Unit Type: | ☐ Total Company ☑ Exchange | ☐ Wire Center | Reporting Uni | it Name: | Newell Exchange | |

| Measurement (Compile monthly, file quarterly) | | Date filed (05/15/2020) 1st Quarter | | Date filed (08/15/2020) 2nd Quarter | | Date filed (11/15/2020) 3rd Quarter | | | Date filed (02/15/2021) 4th Quarter | | | | | |
|---|---|--|-------|--|------|--|-------|------|---|-------|------|-----|----------|--|
| | | | Jan | Feb | Mar | Apr | May | Jun | Jul | Aug | Sep | Oct | Nov | Dec |
| Installation Interv | ral | Total # of business days | 15 | 9 | 6 | 16 | 5 | 11 | 5 | 3 | 17 | | | |
| Min. standard = 5 bus. days | | Total # of service orders | 7 | 6 | 3 | 3 | 2 | 3 | 3 | 2 | 6 | | | |
| | | Avg. # of business days | 2.14 | 1.50 | 2.00 | 5.33 | 2.50 | 3.67 | 1.67 | 1.50 | 2.83 | | | |
| Installation Commitment | | Total # of installation commitments | 7 | 6 | 3 | 3 | 2 | 3 | 3 | 2 | 6 | | | |
| | | Total # of installation commitment met | 7 | 6 | 3 | 2 | 2 | 2 | 3 | 2 | 6 | | | |
| | | | | | | | | | | | | | | |
| Min. Standard = 95 | 5% commitment met | Total # of installation commitment missed | 0 | 0 | 0 | 1 | 0 | 1 | 0 | 0 | 0 | | | |
| | | % of commitment met | 100% | 100% | 100% | 67% | 100% | 67% | 100% | 100% | 100% | | | |
| Customers | | Acct # for voice or bundle, res+bus | 247 | 244 | 239 | 243 | 240 | 240 | 240 | 237 | 238 | | | |
| Customer Trouble | e Report | | | | | | | | | | | | | |
| | • | Total # of working lines | | | | | | | | | | | | |
| | 6% (6 per 100 working lines for | Total # of trouble reports | | | | | | | | | | | | |
| 2 | units w/ ≥ 3,000 lines) | % of trouble reports | | | | | | | | | | | | |
| andard | 00/ /0 400 10 - | Total # of working lines | | | | | | | | | | | | |
| units w/ 1,001 - 2,999 lines) | | Total # of trouble reports | | | | | | | | | | | | |
| | units w/ 1,001 - 2,999 lines) | % of trouble reports | | | | | | | | | | | | |
| 10% (10 per 100 working lines for units w/ ≤ 1,000 lines) | 40% (40 === 400 -============================ | Total # of working lines | 251 | 248 | 244 | 248 | 245 | 245 | 245 | 241 | 241 | | | |
| | Total # of trouble reports | 9 | 2 | 3 | 1 | 2 | 4 | 3 | 4 | 6 | | | | |
| | ioi units w/ ≥ 1,000 lines) | % of trouble reports | 0.04 | 0.01 | 0.01 | 0.00 | 0.01 | 0.02 | 0.01 | 0.02 | 0.02 | | | |
| | • | Total # of outage report tickets | 4 | 0 | 1 | 0 | 1 | 0 | 1 | 3 | 2 | | | |
| Adjusted | | Total # of repair tickets restored in < 24hrs | 4 | 0 | 1 | 0 | 1 | 0 | 1 | 3 | 2 | | | |
| Out of Service Re | eport | % of repair tickets restored ≤ 24 Hours | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 100% | 100% | | | |
| Min. standard = 90% within 24 hrs | Sum of the duration of all outages (hh:mm) | 16.94 | 0.00 | 4.63 | 0.00 | 23.04 | 0.00 | 5.46 | 12.93 | 8.88 | | | | |
| | | Avg. outage duration (hh:mm) | 4.24 | 0.00 | 4.63 | 0.00 | 23.04 | 0.00 | 5.46 | 4.31 | 4.44 | | | |
| Unadjusted Out of Service Report | | Total # of outage report tickets | 4 | 0 | 1 | 0 | 1 | 0 | 1 | 3 | 2 | | | |
| | | Total # of repair tickets restored in ≤ 24hrs | 4 | 0 | 1 | 0 | 1 | 0 | 1 | 3 | 2 | | | |
| | | % of repair tickets restored ≤ 24 Hours | 100% | 0% | 100% | 0% | 100% | 0% | 100% | 100% | 100% | | | |
| | | Sum of the duration of all outages (hh:mm) | 16.94 | 0.00 | 4.63 | 0.00 | 23.04 | 0.00 | 5.46 | 12.93 | 8.88 | | | |
| | | Avg. outage duration (hh:mm) | 4.24 | 0.00 | 4.63 | 0.00 | 23.04 | 0.00 | 5.46 | 4.31 | 4.44 | | | |
| Refunds | | Number of customers who received refunds | 0 | 0.00 | 0 | 0.00 | 0 | 0.00 | 0 | 0 | 0 | | | |
| | | Monthly amount of refunds | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | 0 | | | |
| Answer Time (Tro | uble Reports, Billing & Non-Billing) | and a second sec | | | Ŭ | | | | Ü | | | | | |
| | | Total # of calls for TR, Billing & Non-Billing | | | | - | + | | | | | | † | — |
| | enu option to reach live agent). | Total # of call seconds to reach live agent | | | | | | | | | | | † | |
| iivo agont (w/a me | and option to readin live agenty. | %< 60 seconds | | | | - | + | | | | | | | |
| | | / // 00 0000//00 | | | | | | | | | | | 1 | |

Primary Utility Contact Information

| Name: Mindy Hill | Phone: 530-397-7012 | Email: mindy@calore.net |
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